

Complaint

Time: mid to late morning August 11, 2012. Duration: continuous. Location: parking areas of Kirkland Public Library. Identities of responsible parties: those using the Kirkland Parks areas adjacent for sports activities to the detriment of library staff as well as patrons. Nature of complaint: After recent surgery I had difficulty finding parking for the purpose of using the library. There was a swimming event in parks area. Library patrons could not find or had to wait a long time for parking in library parking facilities. Some park users in cars blocked the indoor parking area waiting at the crosswalk below ground for their parties. When two cars pulled out on the main outside level, the car inhabitants were those that came directly from the swimming event including children in bathing suits. I am a senior citizen and resident of Kirkland for 19 years and this problem is only getting worse. The library personal have been aware of this problem and passed it on to the right channels but nothing proactive or effective has been done. They have been told it was being monitored but there is no one there to do it. Authorities called in have passed it on or shrugged it off. Other library patrons have complained as well. To put a public parks area in the central downtown area without adequate parking is an issue that needs to be addressed. Meantime the library staff and their patrons are disserved by this oversight. I understand that Aaron Oesting (manager of this and two other libraries nearby) has been made aware of this plight. Thank you for your consideration. Reply requested.

This is my first time reporting this issue but I understand that others working at the library and library users have voiced/complained about the parking being taken up by those frequenting the sports events/park facilities.

Not much. No one seemed to take responsibility for the ongoing problem from what I was told. It would be a difficult confrontation for individual citizens to question why the parks users are taking up the parking spots reserved for library patrons face to face. I understand that this same group uses the slots reserved for library staff as well.

Staff response

... There are no "official" or designated spaces for park users. The garage is open for all users. It would be difficult to enforce or know what vehicle was parked for what use. However, to let you know we will be changing out 50 spaces inside the garage to "flex stalls" which means these spaces can be used by either the public or permit holder. Hopefully freeing these up will help while we continue to work on solutions for all parkers. Library staff has designated parking on the outside upper deck.

I informed the Chair of the Parking Advisory Board about your concerns. He asked that I invite you to come to our next meeting during the "Public Comment" time which starts at 7:30 AM on September 6.

An answer to another question:

The parking stalls are **designated** as follows;

Outdoor library deck (4 HR Library Patrons)	42 stalls (9 are for library employees)
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Upper level (covered 4 HR Public)	122 stalls
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Upper level/Ramp-west side (4 HR Public & Permit Allowed)	50 stalls (<i>flex spaces coming soon</i>)
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Ramp-east side & Lower level *	167 stalls
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* Permit Only Mon-Fri until 6 PM, Saturdays open to the Public
except for 34 Permit Only / 7 days week stalls in the basement